

Dialing

The VoIP phones no longer require you to dial “358” to call other users inside Headquarters. To dial another Headquarters user, just enter the last four digits of their phone number. (Note that if you do dial the “358” or “9358” before the number the extra digits will be removed for you by the system.) This includes calls to Headquarters users who do not have VoIP phones.

To place an outside call dial 9 then the number. Note that you do not need to dial the “202” for numbers within the 202 area code.

To place a long distance call dial 9 + 1 + (Area code) + number.



Dialing using the online directories

All Headquarters users are listed in the online phone directory. You can access this directory by pressing the “directories” button (the button with the open book icon). There are four directories you can use:

- 1 Missed Calls:** Recent calls that you did not answer.
- 2 Received Calls:** Recent calls that you did answer.
- 3 Placed Calls:** Recent calls that you made.
- 4 HQ Directory:** The NASA HQ online directory.

For Options 1-3 press the number of the option. Use the arrow keys (the circular button in the middle of the phone) to scroll up and down the list; when the number you want to dial is highlighted press the “Dial” button (the leftmost button directly under the screen.)

For the Headquarters directory press “4”, then use the keypad to enter the first and last name of the person you want to call. You do not need to enter the whole name – for example, entering “k” for first name and “s” for last name will retrieve all people whose first name starts with “K” and last name starts with “S”. When ready press the “Search” button. When the list of matches appears use the arrow keys to scroll up and down the list. When the number you want to call is highlighted, press the “Dial” button to place the call.

CISCO CallManager Address Book and Speed Dial Set Up

Your phone has a personal address book and speed dial service available. These may be accessed by pressing the “services” button (the button with a globe icon).

You can also manage your address book, speed dials, and other features from the Web site:

From <http://voip.hq.nasa.gov> click CISCO CallManager User Options. You will be required to enter the user ID and password below.

User ID: _____

Password: _____

Make sure you change your password on this Web site after initial login.

It is not possible for us to import your personal address book or speed dial information from the old system into the new system.

Suggestions

To submit suggestions for changes or additions to this document, please e-mail voiptraining@hq.nasa.gov



For More Information

Visit the VoIP website at:
“<http://voip.hq.nasa.gov>”
for further information and documentation.



For training, view the online schedule at
“<http://voip.hq.nasa.gov/training>”, send E-mail to
voiptraining@hq.nasa.gov, or call (202) 358-1111.



NASA HQ VoIP



Telephone Quick Reference Guide

Visit the VoIP web site for more information
<http://voip.hq.nasa.gov>

Contact the Help Desk for any issues,
202-358-HELP or
service@hq.nasa.gov

Accessing the New Voicemail System

After setting up your VoIP mailbox, you can retrieve any messages left for you by following the instructions below. These instructions will not work until you have set up your mailbox. You can access the voicemail system from any phone.

- **From your HQ VoIP phone** press the button with the envelope icon (labeled “messages” on the phone). You will be prompted to enter your password.
- **From another HQ VoIP phone** press the button with the envelope icon (labeled “messages” and press the “*” key when prompted to enter your password. You will then be prompted to enter your ID; enter the last four digits of your phone number and press “#”. You will then be prompted to enter your password.
- **From a phone within the 202 area code** dial “358-4786” (“358-HQVM”). When the automated voice answers press the “*” key. You will then be prompted to enter your ID; enter the last four digits of your phone number and press “#”. You will then be prompted to enter your password.
- **From a metropolitan DC phone outside the 202 area code** dial “202-358-4786” (“202-358-HQVM”). When the automated voice answers press the “*” key. You will then be prompted to enter your ID; enter the last four digits of your phone number and press “#”. You will then be prompted to enter your password.
- **From a phone outside the metropolitan DC area** dial “1-866-358-4786” (“1-866-358-HQVM”). When the automated voice answers press the “*” key. You will then be prompted to enter your ID; enter the last four digits of your phone number and press “#”. You will then be prompted to enter your password.



Changing Your Password

To change your password, log into the voicemail system and

- Press 4** Change setup options
- Press 3** Personal settings
- Press 1** Change password

Remember your new password. Entering the incorrect password five times will cause you to be locked out of the voicemail system for one hour. If you are locked out of the voicemail system, please contact the HELP Desk at **358-HELP** or send E-mail to **service@hq.nasa.gov** for assistance.

VoIP Voicemail Password Reset

You will be required to reset your password every 180 days. You cannot use the same password twice in a row. You will be prompted to reset your password once it expires.



Recording a Standard Greeting

To record a standard greeting, log into the voicemail system and

- Press 4** Change setup options
- Press 1** Change greeting
- Press 1** Re-record standard greeting



Setting up an alternate greeting

Normally your voicemail is set to respond with your standard greeting (either recorded by you or the default greeting). You can have an alternate greeting that you can turn on and off; this is useful for setting up out-of-office greetings. Having an alternate greeting allows you to quickly switch back and forth between it and your normal greeting without having to re-record it each time.

Setting up an alternate greeting (cont.)

To set up your alternate greeting log into the voicemail system and

- Press 4** Change setup options
- Press 1** Change Greetings
- Press 3** Edit other greetings
- Press 3** Alternate greetings
- Press 1** Record Greeting: Follow the instructions for recording a new greeting.
- Press 3** Turn on Alternate Greeting

To turn on your alternate greeting, log into the voicemail system and

- Press 4** Change setup options
- Press 1** Change greeting
- Press 2** Turn on alternate greeting

To return to your standard greeting, log into the voicemail system and

- Press 4** Change setup options
- Press 1** Change greeting
- Press 2** Turn off alternate greeting



Accessing Messages From the Old Voicemail System

You will still be able to access your old NASA voice mailbox to retrieve any old messages for thirty days from inside or outside Headquarters. It is not technically possible to migrate your old messages into the new VoIP system.

From inside Headquarters:

- Dial 2700 to get to the HQ voicemail.
- Once you hear the voicemail prompt, dial
- When you are prompted, dial your complete phone number 358-XXXX.
- When you are prompted, enter the password you previously used to access this voicemail system.
- Enter your OLD password. Your new password will not work. The password provided above in these instructions will not work.

Accessing previously saved voicemail messages from outside Headquarters will continue to work as before. Messages in the old system will only be accessible to you for thirty days.